

Opening Date: December 12, 2018
Closing Date:
Work Location: Austin, Texas
Posting Number: 19-17
Monthly Salary: \$4301.17-\$6250*
Group/Class: B22/0313
Travel %: 5%
Division/Department: O&A/Information Technology
Number of Positions: 1

***Salary commensurate with experience and qualifications**

JOB VACANCY NOTICE

Systems Administrator IV

(Systems Administrator)

*Texas Water Development Board, Stephen F. Austin Building
1700 North Congress Ave., Room 670, Austin, Texas 78701
Please contact Human Resources for accommodation requests.
Phone: (512) 475-2142
Email: HR@twdb.texas.gov
Apply at: Work in Texas www.workintexas.com*

Veteran's Preference

Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of 25B – Information Technology Specialist, IT – Information Systems Technician, 0671 – Data Systems Administrator, 3D0X2 – Cyber Systems Operations or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply.

Additional Military Crosswalk information can be accessed at

http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf

Job Description Summary

Performs highly complex (senior-level) systems administration work. Work involves maintaining the upkeep, configuration, and reliable operation of systems. Installs and upgrades computer components and system software. May assign and/or supervise the work of others. May train others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Reports to the Manager of the Information Technology (IT) Operations Department.

Essential Job Functions

- Coordinates, plans, and schedules the installation of or training for new or revised systems and defines business process requirements.
- Determines operational, technical, and system requirements for the location, installation, operation, and maintenance of data processing, data communication, system software, and server hardware.
- Provides automation support for network and server systems and maintains systems. Monitors the performance of backup, recovery, and archival of files stored on the network.
- Provides Tier 2/3 Network support, monitors agency remote and local networks and communicates with those locations to obtain clarification of problems and to identify solutions or corrective actions.
- Performs tuning, capacity planning and performance enhancement activities of network resources.
- Maintains the local and wide area network, Internet or intranet, cable and switch installations, and inventories.
- Provides technical advice, guidance in troubleshooting, and problem-solving related to system software and hardware.
- Installs, configures, maintains, and administers servers, operating systems, and applications. Develops plans to safeguard computer and systems by keeping them up to date on security patches and systems updates.

Female and minority applicants are encouraged to apply.

Males born on or after January 1, 1960, will be required to present proof of Selective Service registration on the first day of employment or proof of exemption from Selective Service registration requirement. All offers of employment are contingent upon the candidate having legal authorization to work in the United States. Failure to present such authorization within the time specified by the U.S. Department of Labor will result in the offer being rescinded. Candidates must be eligible to work in the United States without requiring sponsorship. Only applicants interviewed will be notified of their selection or non-selection. Resumes will not be accepted in place of a completed State of Texas application unless indicated.

HR-002 (Non-Supervisory)

Revised 5/25/2018



The Texas Water Development Board does not discriminate on basis of race, color, national origin, sex, religion, age, or disability in employment or provision of services, programs, or activities. Please visit TWDB Career Page: <http://www.twdb.texas.gov/jobs/> for more information.

TWDB participates in E-Verify! Information from each new employee's Form I-9 will be provided to the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS) to confirm work authorization.

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- Researches, develops, and documents operating procedures for technical support, troubleshooting, maintenance, and innovative systems administration techniques.
- Manages federation, authentication, and access control systems.
- Configures automation routines using scripting and other programming languages.
- Responds to incident and problem calls, and processes service requests and tasks.
- Completes projects and performs systems software and hardware reviews.
- Recommends to management systems technology solutions and enterprise-related hardware and software standards.
- Analyzes and defines agency disaster recovery responsibilities and procedures.
- Assists in providing budget recommendations for operating systems, including the supporting hardware and software.
- May monitor the interface of systems, subsystems, and software applications.
- May evaluate and recommend action on testing and certification of system software and hardware upgrades.
- May assist in information systems security administration.
- May assign and/or supervise the work of others.
- Maintains confidential and sensitive information.
- Ensures individual and team files (electronic and hard versions) are appropriately maintained and timely disposed of in accordance with the agency's records retention procedures and schedule.
- Provides weekly activity updates and status reports as assigned.
- Maintains required certifications and licenses and meets the continuing education needs and requirements of the position to include, attending mandatory training courses.
- May be required to operate a state or personal vehicle for business purposes.
- May train others.
- Performs other duties as assigned.

Minimum Qualifications

- Graduation from an accredited four-year college or university with major coursework in Computer Science, Information Science, Information Technology or a related field.
- Five to seven years of work experience with Microsoft server administration and support.
- Relevant experience may be substituted for education on a year-for-year basis.

Preferred Qualifications

- Previous experience with Help Desk software/applications.
- Previous experience supporting GIS or scientific applications.
- Previous experience supporting local and wide area networks.
- Previous supervisory/managerial experience.

Knowledge, Skills, and Abilities (KSAs)

- Knowledge of local, state, and federal laws and regulations relevant to Security and Networking team; and of the principles and practices of public administration.
- Knowledge of Windows Server 2008 through 2016.
- Knowledge of systems administration.
- Knowledge of computer hardware, software and operating systems.
- Knowledge of software configuration and troubleshooting.
- Knowledge of information security policies and procedures.
- Knowledge of local and wide area networks.
- Knowledge of Windows operating systems, up to and including current version.
- Knowledge of Microsoft Office Suite, up to and including current version.
- Knowledge of Microsoft Outlook and Microsoft Office 365 mail management.

Job Vacancy Notice (cont.)

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- Skills in using Microsoft Office programs such as Word, Excel, and Access.
- Skills in use of internet, email, word processing, spreadsheet, presentation, and database software.
- Skills in the use and support of personal computers.
- Skills in troubleshooting information systems.
- Skills in PowerShell scripting.
- Skills in providing excellent customer service, both internally and externally.
- Skills in decision making and problem solving.
- Ability to adhere to work schedules, follow procedures with respect to leave and submit accurate timesheets by prescribed deadlines.
- Ability to make mature, objective decisions and identify areas of potential problems.
- Ability to perform effectively and willingly when changes occur in scope and nature of the work and work environment.
- Ability to perform routine and non-routine work assignments accurately and on-time with little or no supervision.
- Ability to perform assigned duties and improve work habits and/or output.
- Ability to complete assigned work, on time, neatly and with infrequent errors.
- Ability to interpret policies, procedures, and regulations.
- Ability to provide prompt, courteous and accurate assistance and clear and concise communications to internal and external stakeholders both verbally and in writing.
- Ability to work and cooperate with others in a team environment.
- Ability to manage multiple tasks.
- Ability to stand/sit/move with no physical limitations or aids to perform activities such as retrieve/replace files in a large file system for boxes up to 30 lbs.
- Ability and willingness to travel 5% of the time, primarily with the State of Texas.
- Ability to operate a vehicle (state or personal) for state business and maintain a driver's license and driving record that complies with state and agency requirements.
- Ability to work days that may exceed 8 hours, including early mornings, nights and weekends.
- Ability to recognize, analyze and resolve complex technical issues.
- Ability to troubleshoot and repair equipment.
- Ability to prioritize deadlines.
- Ability to train others.

Remarks

- Copy of required academic transcripts and/or licensures and driving record must be submitted at the time of hire. Failure to provide required documentation will result in no further consideration for employment.
- Important Notice: Otherwise qualified candidates who are ultimately considered for potential employment with the Texas Water Development Board may be the subject of a request for any criminal history record information maintained by the Texas Department of Public Safety (DPS). Evidence of a criminal conviction or other relevant information obtained from the DPS shall not automatically disqualify an individual from employment with the Texas Water Development Board.